

wherein said personalized IVR dialogue menu is configurable by said caller through the PSTN via said telephone interface module,

wherein said retrieval unit further includes:

a network interface module for communicating with external systems via the network to retrieve information for the IVR system to playback via said telephone interface module,

wherein said network interface module presents a configurable menu to the caller via the network for the caller to specify the caller's personalized dialogue menu,

wherein the network interface module parses text messages into a predetermined format such that the parsed text messages are used to interact with the caller through said telephone interface module.

28. (Amended) A signal-bearing medium tangibly embodying a program of machine-readable instructions executable by a digital processing apparatus to perform a method for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, said method comprising:

storing a caller profile; and

retrieving the caller's profile to construct a personalized IVR dialogue menu and play out the personalized menu.

[Please add the following new claims:]

A3 --29. The method of claim 1, wherein said personalized menu is constructed based on said

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caller's defined parameter other than a most recent selection made by said caller.

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30. The method of claim 1, wherein said personalized menu is constructed automatically by said system based on available user profile information not limited to said caller's most recently accessed menu selection.

31. The system of claim 16, further comprising means for constructing said personalized menu based on said caller's defined parameter other than a most recent selection made by said caller.

32. The system of claim 16, wherein said personalized menu is constructed automatically by said system based on available caller profile information not limited to said caller's most recently accessed menu selection. --
